ORR Business Plan 2024-25

Service standards

The provisions and service standards we are committed to in 2024 to 2025.

- Issue new or revised train driver licences: 100% of applications decided within 1 month of receipt of all necessary documentation

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- ROGS safety certificates and authorisations (Railway and Other Guided Transport Systems Regulations): 100% decided within 4 months of receiving completed application

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- Report to the Rail Accident Investigations Branch (RAIB) on the progress of its recommendations: 100% response to RAIB recommendations within 1 year of associated RAIB report being
  published

- Efficient processing of technical authorisations: 100% of responses within 28 days of receiving complete submission

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- Approve the Accessible Travel Policy of a new licence holder: 100% approved within 6 weeks of receipt of all relevant information

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- Track, station and depot access applications: 100% decided within 6 weeks of receipt of all relevant information

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- Operator licence and licence exemption applications: 100% decided within 2 months of receipt of all relevant information

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- Freedom of Information requests: 100% of requests for information responded to within 20 working days of receipt*

- General enquiries and complaints, including adjustment to account for cases investigated: 95% of enquiries and complaints responded to within 20 working days of receipt

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- Data access rights requests: 100% of all data access requests responded to within 1 month of receipt

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- Prompt payment of suppliers' invoices to ORR: 90% paid within 5 days of valid invoice, 100% paid within 30 days of valid invoice

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- Publication of the four accredited official statistics quarterly statistical releases: 100% published within 4 months of quarter end

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- Market studies: 100% of interim market study reports published within 6 months of launch of market study

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- Proactive, preventative regulatory interventions: 50% of ORR inspector time spent on proactive, preventative regulatory interventions

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*includes responding to the requestor to indicate a time extension beyond 20 days will be necessary, for example to consider the application of a public interest test.

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